



The healthcare system is a complex system that should guarantee to city's population an indispensable service. Otherwise, it behaves as a business corporation which conceives the patient as a client. This vision influences negatively on the perception that people have about the healthcare system. Our goal in this project is to improve and change this kind of user and patient's perception during the period in which they must stay at the hospital. We intend to do this by restructuring its environment and its resources (time and costs), which influence the users' processes involved, and by increasing the communication between users and other subjects. We consider strictly opportune to work with an ideal hospital structure that could support us in a good comprehending about the whole hospital system and about how and where we should intervene in.

Hospital System

Client → *Patient*

HYPOTHESIS

Improving user system perception due to make the user more conscious about systems processes and deleting the "business conception" of the hospital system.

FRAMING

The limit will be the hospital' structure. We won't consider the overstanding layers (minister, stata and local institutes, etc.) and external aspects (suppliers, other services, etc.).

GRAIN/SCALE

We want to focus our attention on the patient, orientating the system process to an user-centered approach, considering each actor's category that works inside the system.

N° OF ELEMENTS

The hospital system has a huge number of elements: users, healthcare operators (doctors, nurses, assistants, OSS), administration operators, technicians, holder operators (receptionist, cleaners, cooks, etc.), internal university students, volunteers, drivers...

DYNAMICAL INTERACTION

Operators that belong to healthcare system interact dynamically, exchanging materials and informations between them all. Quickness and timing are fundamental.

RICHNESS OF INTERACTION

Every element influences and gets influenced by each other. In healthcare system the action of a single operator have consequences in the whole system. e i suoi processi.

NON-LINEARITY

We can define the interactions inside the healthcare system as non-linear due to their relationship between their subjects, which aren't direct and proportional. There are too many variables that cannot be quantified.

SHORT VS. WIDE INTERACTIONS

In the hospital, the strongest relations belong to those between the same units' operators; but there are also possible relations between those from different units, thanks to Oss intermediation.

RECURRENCY

Every activity inside the system has a feedback. Every action of each actor has global effects.

OPENNESS

The healthcare system is absolutely an open structure due to external elements' influences, for an example, the political system (at regional level, and national too), technologies, researches and so one.

FLOWS & EQUILIBRIUM

Complex system operates in non-balance. Healthcare system cannot be a balanced one, because of the huge number of external factors and variables that influence it.

HISTORY

Complex systems have their own history. The hospital as seen now is a consequence of its past. It's a system that changes in "temporal arcs", which consist in a minimum of 3 to a maximum of 6 months.

PATTERNS OF INTERACTION

Every single element has the complete responsibility of its local actions. Every single operator takes his own decisions about his context, without considering other facts not related to his precisely action.